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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/886,373	06/22/2001	Kathy T. Stark	80168-0123	5675

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EXAMINER

CHANKONG, DOHM

ART UNIT	PAPER NUMBER
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2152

DATE MAILED: 04/13/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/886,373

Applicant(s)

STARK ET AL.

Examiner

Dohm Chankong

Art Unit

2152

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 02 February 2006.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1, 3, 5-11, 14, 16-18, 21-26, 31, 36-39 and 41-80 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1, 3, 5-11, 14, 16-18, 21-26, 31, 36-39 and 41-80 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____

DETAILED ACTION

1> This action is in response to Applicant's amendment and arguments, filed 2.2.2006.

Claims 1, 3, 5-11, 14, 16-18, 21-26, 31, 36-39 and 41-80 are presented for further examination.

2> This is a final rejection.

Response to Arguments

3> Applicant's arguments have been fully considered but they are not persuasive.

Applicant's amendment does not patentably distinguish the claimed invention over the prior art references. Applicant has amended the independent claims with the limitation where "the registered callback actions have levels, correlating to stages of completion of the callback action, that are tunable by the systems services coordinator".

The claimed limitation is interpreted consistent with Applicant's specification. MPEP §2111. Here, Applicant's specification discloses utilizing parameters to provide the "tunable" functionality as claimed. Applicant's specification, ¶0064. Alfieri discloses this functionality. Alfieri discloses that his actions have different transition levels, the levels representing a different stage (state), and the actions have parameters which are adjustable by the administrator of the services [Figure 18 «item 64» "primary and secondary criteria" | Figure 20 | column 5 «lines 27-43» | column 10 «line 40» to column 11 «line 27»]. Thus, Alfieri discloses that the levels are tunable by the services coordinator.

Thus, Applicant's amendment does not patentably distinguish over the prior art references and the rejections set forth in the previous action, 1.3.2006, are maintained.

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4> The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action, filed 1.3.2006.

5> Claims 1, 5-11, 51-80 are rejected under 35 U.S.C § 103(a) as being unpatentable over Alfieri et al, U.S Patent No. 5,666,486 ["Alfieri"], in view of Azagury et al, U.S Patent No. 6,493,716 ["Azagury"], in further view of Sreenivasan et al, U.S Patent Pub 2002/0049845 ["Sreenivasan"].

6> Claims 3 and 18 are rejected under 35 U.S.C § 103(a) as being unpatentable over Alfieri, Sreenivasan and Azagury in view of Sun et al, U.S Patent Publication No. 2002/0152373 A1 ["Sun"].

7> Claims 14, 16, 17, 21-26, 31, 36-39 and 41-50 are rejected under 35 U.S.C § 103(a) as being unpatentable over Alfieri, in view of Azagury.

8> The previous non-final rejection is incorporated by reference. The newly amended limitation is addressed in paragraph 3 of this section.

Conclusion

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, THIS ACTION IS MADE FINAL. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

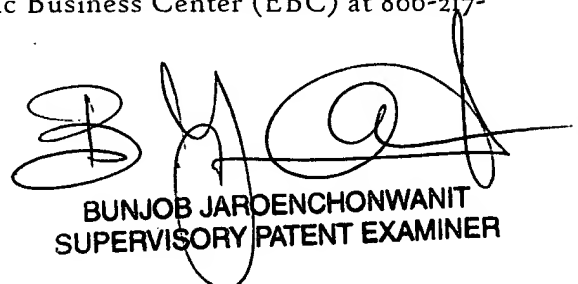
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A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Dohm Chankong whose telephone number is 571.272.3942. The examiner can normally be reached on Monday-Thursday [7:00 AM to 5:00 PM].

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Bunjob Jaroenchonwanit can be reached on 571.272.3913. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).



BUNJOB JAROENCHONWANIT
SUPERVISORY PATENT EXAMINER

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